

WNYRIC STANDARDS**Add/Change Request Form**

Submitted By:

Name Larry King School District Cleveland Hill Date 1/27/2015Telephone Number 716-836-7200 x8575 E-Mail ID LKing@clevehill.orgHardware or Software Recommended Casper Suite

Standards Category:

New: Existing: End Point Management

Action Requested:

Add: JAMF Casper SuiteModify: Remove: Product Name: Casper SuiteProduct Manufacturer: JAMFProduct Description: Apple Management

(Attach Product Technical Sheets)

Additional Comments: Current Standards do not offer an enterprise
solution for districts with a majority of Apple OSX devices

EVALUATION CRITERIA

A. Product Reliability

1. Vendor / Product track record

Global company for over a decade with a complete enterprise system built solely for Apple devices.

2. Vendor support required

Initial start-up training is required. (First year only cost).

3. Ease of use

Intuitive interface but you can choose to customize and enhance your environment with the use of scripts for example.

4. Support required by RIC / school district

JAMF Software ASA (Annual Support Agreement)

5. Potential to become "White Elephant"

Normal "care and feeding" like any management product but little care based on output of time (money) saved per images, inventory, software distribution packages, not to mention ability to push real time patches or zero day security pushes.

6. Training requirements

"Jumpstart" training is required for OSX. It is a two day session and you can have any number of attendees. First year cost is \$6000.

B. Product-Price / Acquisition

1. Cost effectiveness

Time saver which equates to money saved.

2. Acquire via NYS Contract or local bid

NYS Contract

3. Cost of operation and support

Based on quantity purchased.

4. Do any legal or contractual issues exist

None known.

C. Product-Relationship to Other Standards

1. Compatibility to existing Standards

Same as existing for PC but for the Apple OS workstations.

2. What other options are available

There are competitors but no other product offers a more complete life cycle management solution.

3. Relationship to previous research and changes since that time

D.

BOCES-Service Needs

1. Define and explain the current need

Districts have hundreds, or more the case, thousands of Apple products and there is not a current management solution for them on the Standards.

2. What existing CoSer and RIC Service does it fall under

Instructional. End Point Management.

3. What is the scope and size of the school population to be served

There are over 1500 students in K-12 and over 400 Apple Devices

4. Instructional and/or administrative goal supported

Effective control for effective classroom learning.

5. Results of survey determining school district interest in using this product

Signature of person making request

Bottom of Form

Dir of Tech
Cleveland Hill

JAMF Software Annual Support Agreement (ASA)

We encourage customers to contact us for assistance and support. Our goal is to provide a high level of customer service, with a four-hour response time to support requests whenever possible.

The Annual Support Agreement includes the following service offerings:

- Email and phone support, as defined below
- Product documentation, including a searchable PDF version of the current product manual
- Access to the product mailing lists, related archives and the JAMF Nation user community
- All product upgrades

Hours of Phone and Email Support

Email and phone support are available Monday-Friday, 7:00 a.m. to 7:00 p.m. Central time, excluding holidays. Holidays shall mean New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Thanksgiving Friday, December 24-25.

Email support can be reached at support@jamfsoftware.com.

Phone support can be reached at (612) 216-1296.

Training

JAMF Software offers Certified Casper Administrator (CCA), Certified JSS Administrator (CJA), and Certified Mobile Administrator (CMA) training courses throughout the year, on a schedule determined by JAMF Software.

What is a support incident?

- An incident is a single reproducible issue that focuses on one aspect of the Casper Suite and can be identified by isolating specific symptoms.
- If an incident can be broken down into subordinate issues, each issue will be handled as a separate incident.
- A reproducible incident is any problem that can be re-created on JAMF Software systems.
- An incident may include multiple contacts, including e-mails, phone communication, and any other transfer of information necessary to reproduce the problem at JAMF Support.
- Any issue that is determined to be caused by a software bug or error in documentation will not be considered an incident.

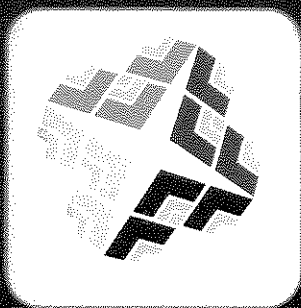
What items are not covered by a support incident?

- Custom coding
- Consulting
- Training

When is an incident resolved?

Once an incident has been identified by JAMF Software, it will be considered resolved when any of the following statements are true:

- Information regarding a reasonable solution has been provided
- Information regarding a reasonable workaround has been provided
- Information that the issue is resolved by upgrading to a newer release of the product in question has been provided
- Information that isolates the issue to a third-party product has been provided
- JAMF Software determines the incident is an enhancement request



The Casper Suite

Peerless breadth and depth in client management
For the Apple platform

The Casper Suite simplifies the life of system administrators with a comprehensive platform to inventory, provision, update, and maintain Mac OS X machines. The Casper Suite increases the efficiency of your IT staff, reduces the cost of ownership, and minimizes liability by allowing your organization to build and sustain a stable, cost effective, and user-friendly computing environment.



The Casper Suite

The Casper Suite is the leading solution for lifecycle management on the Apple platform, helping to address the complexities of enterprise management for both Macs and iOS devices. Because the Casper Suite features deep integration with core Apple technologies, it provides a seamless solution for end users and administrators by extending the simplicity of the Apple experience.

As organizations standardize more on Macs, IT administrators may experience an array of challenges. They strive to fulfill the needs of end users, while at the

same time ensure they meet enterprise management requirements. The Casper Suite is capable of handling a broad range of challenges in small or large-scale environments. The ability to customize the Casper Suite specific to your environment makes it a one-of-a-kind tool with limitless capabilities.

Simple, practical, graceFul.

What Makes Us Different?

Our Company

At JAMF Software, our objective is simple: to help your organization succeed with the Apple platform. Our team has deep knowledge of Apple technologies, and we have years of experience supporting installations ranging from tens to tens of thousands of Macs and iOS devices. We are appreciative that over 98% of our customers have continued to place their trust in our solutions year after year. As we work together, our goal is to help you meet your ever-changing needs and welcome you as a valued member of the community.

Our Product

The Casper Suite offers a comprehensive approach to client device management, ensuring your environment is successfully maintained. The Casper Suite provides features and functions for IT administrators to help them with best practice strategies to meet the challenges of supporting the Apple platform in the enterprise. The Casper Suite has a much broader depth of functionality than other client management solutions because it was developed for management of the entire Apple platform, and only the Apple platform. No other solution shares the exclusive focus on the Apple technologies or the full management capabilities that can be used to automate management of Macs on a large scale. Because of our expertise in Apple technologies, we can react instantly to any changes that occur within the Apple framework.

Our Dedication to Support and Service

At the end of the day, the thing that makes us most satisfied is hearing from customers who appreciate that we go the extra mile to support them. Many of us have been IT administrators ourselves and we understand that good IT support is invaluable, which is why it is one of our core principles. We provide resources to help maximize your investment, educate your team, ensure you feel included in the community, and support your organization. Our objective is to prove to our customers that, whatever the situation, they can depend on us. We believe we consistently meet that goal.

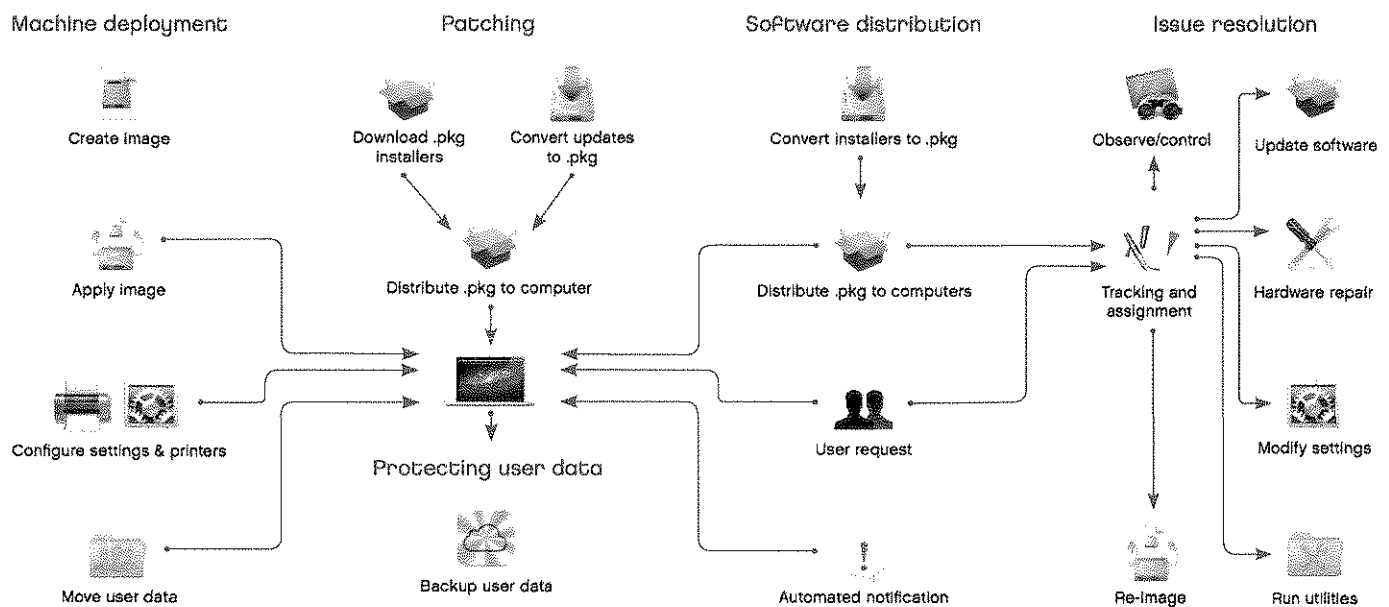


The Challenges of an IT Department

The Tactical Challenges

Technology is essential for many work environments, and when it's down, it has the potential to severely disrupt an organization's productivity. IT support exists to minimize these interruptions, but IT is at its best when it is invisible to the end user. IT departments exist to support and enable the core business of an organization. The business of a school is education, not technology. The business of an ad agency is innovative ideas, not technology.

To support the core business of their organization, IT professionals seek comprehensive solutions to client management challenges that allow them to support the end user with minimal inconvenience, while managing end-user computers from the loading dock to the recycler. The busy IT administrator might ask: how will we efficiently handle machine deployment, software distribution, patching, issue resolution, and protection of data?



The Strategic Challenges

The “business” of an IT department presents different challenges to managers than technologists. The manager may not be concerned with the details of how to push a package to a client machine. Instead, the manager is responsible for bringing projects in on time and under budget, maintaining legal compliance for software licensing, ensuring the backup and security of company data, and budgeting for purchases. An IT manager asks: How do we demonstrate compliance? How do we ensure data backup? Can we manage a one-to-one program? Do we have enough licenses? Are we under warranty?

The Solution

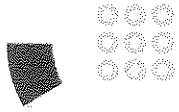
The Casper Suite is a successful tool for our customers because we take real-world IT experience and apply it to our software development. It's designed to solve your immediate, day-to-day problems, as well as safeguard your organization's future by establishing powerful management strategies. With the Casper Suite your IT department will be capable of handling the entire spectrum, from the mundane tasks to the most critical concerns.

Tenets of Client Management



Inventory

The information you need, put to work



When your organization spends a significant amount of money on hardware and software, you want an accurate inventory of this major investment. But keeping track of this information can be problematic, time consuming, and, frankly, a huge headache. Knowing what you have at any given moment allows you to determine what you need. This is why the Casper Suite's advanced inventory functionality ensures your organization can keep diligent records of your current assets, while planning ahead for the future.

The Casper Suite's cross-platform inventory reports provide standard collectable inventory properties, or can be customized with extension attributes. Automatically associate your users to their devices with the Casper Suite's LDAP integration. Receive email notifications when a hard drive is failing or a battery needs a replacement, and integrate with Global Service Exchange (GSX) to keep track of your organization's warranty and purchasing information. If there is any change in status you should know about, the Casper Suite will keep you informed.

Using inventory information to inform capacity and resource planning can reduce costs and more efficiently target your organization's needs. The Casper Suite takes the information you need and puts it to work. No more spreadsheets, no more clipboards.

Imaging

The sensible approach to building and deploying images



Let's face it, no one really looks forward to imaging projects. It's understandable—most imaging tools are based on a monolithic approach that require building a huge base image, then duplicating it to accommodate each different configuration required by the organization. This approach results in many sizeable images that require both storage and continued maintenance. It's no wonder imaging so often gets a bad rap.

But with the Casper Suite, imaging isn't so agonizing. Our modular approach provides you with a flexible, robust imaging process. You build your different configurations from a library of custom packages—reducing storage requirements, tracking changes, ensuring consistency, and eliminating post-imaging projects. Whether you need automated drive partitioning for dual-boot machines, imaging for large lab environments, or are mass deploying a fleet of Macs, the Casper Suite provides advanced capabilities for any type of imaging scenario. With simple snapshot or drag-and-drop package creation, the Casper Suite will ensure your imaging projects aren't completely dreaded by your IT staff.



Patch Management

Protect your assets by automating critical updates

No machine is immune to the vulnerabilities that exist in the technology world. Ideally, our computers would live in an threat-resistant, virtual bubble. But realistically, applying security updates to every computer on your network is a necessary task that needs to be done multiple times throughout the year. While these responsibilities may be inevitable, the Casper Suite's patch management solution reduces the time it takes to update machines on your network by automating the distribution process. It also empowers you to approve what patches are distributed, and when.

With the Casper Suite, you can schedule releases during "off" hours in order to minimize the impact this process can have on your end users. In emergencies, you can also release or force patches immediately. The flexibility of the Casper Suite allows you to choose the best distribution strategy for the needs of your organization. The Casper Suite integrates seamlessly with Apple's Software Update Server (SUS), your own update server, or if you want to use SUS with approved updates. This flexibility is just one of the many ways the Casper Suite works with Apple technologies to provide the most sophisticated tools for Mac administrators.

With the advanced patch management capabilities of the Casper Suite, your machines will be protected, up-to-date, and secure at all times.



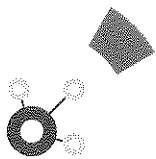
Software Distribution

Reliable. Flexible. Easy.

Software is the primary reason most people use computers. So, IT administrators need to ensure that end users can access applications when they need them. Fortunately, software distribution with the Casper Suite is effortless, providing multiple methods to distribute applications. You'll be able to respond appropriately to each end user, however big or small their software request may be.

The Casper Suite's policy engine allows you to deploy software to any of your managed computers straight from your web browser. You can customize your deployments based on user, department, location, or any inventory attribute. You can also use Casper Remote to immediately respond to your end users' requests, without having to leave your office. And if that isn't enough, there's Self Service. This application allows end users to install their own software on demand. They only see software you choose to make available—no administrative credentials required; no assistance needed from you.

You can easily package and customize any piece of software for deployment with the Casper Suite. Whether you need applications scoped to different end users or installations to occur at scheduled times, the Casper Suite works around the clock to cover all of your software distribution needs.



Remote Control

Across the globe, or one room away—it makes no difference

The life of an IT administrator can be hectic. You've probably wished you had the power to be in two places at once. Using the Casper Suite, it's almost as if you can be. With the ability to provide remote support, you can resolve issues from any location, drastically increasing the number of incidents that can be handled by a single technician each day.

The Casper Suite's approach to screen sharing is unique. Instead of storing login credentials on the client machine, the Casper Suite stores them centrally on the server, or on your existing LDAP servers. To ensure maximum security, VNC sessions are tunneled through an SSH connection. And, since the VNC server is launched and quit each time an administrator begins and ends a session, there is no active server listening for inbound requests. These features reduce liability by providing a more stable, secure environment.

It doesn't matter if the end user is in the next room, or miles away. Remote control will save your organization time and budget by minimizing end-user downtime, staff requirements, and IT travel expenses. And all you have to do is stay at your desk.



Settings Management

Consistently configure and secure computers

As computers are deployed throughout your organization, it can be a challenge to ensure that configurations and security settings are applied on an ongoing basis. You need to ensure that end user machines are configured properly and that they comply with organizational standards, regardless of where the end user is located. With centralized settings management, you have the ability to configure your machines consistently and securely, with the option to refresh settings on a regular basis.

The Casper Suite allows you to manage both system and user-level preferences through a centralized console, giving you the ability to configure a variety of granular settings on individual machines or entire groups. Whether you're using your existing directory services user groups or the Casper Suite's built-in Computer Groups capability, you'll be able to ensure that end users in each group, building or department in your organization receive the settings that help them to be productive.

Additionally, the settings management capabilities of the Casper Suite can be used to strengthen your security as you determine when screensavers are activated, and set password requirements to wake machines up. The ability to sleep or shut down idle machines is also helpful in your efforts to combat rising energy costs.

Controlling end user environments is important to providing continuity and security for your Macs. With the Casper Suite, you can ensure your machines are fully maintained from user to user.



License Management

No more wild Macs

When it comes to technology, ignorance is not always bliss—at least, not in the long run. End users are often unaware that installing unlicensed software or fonts can open potentially crippling liabilities for your organization, so you should know when and where it's happening. The Casper Suite makes this possible by managing serial numbers and purchasing information, meaning you're always in tune with your environment.

You can use the Casper Suite to actively monitor how many licenses of each application are deployed on your networks and schedule notifications whenever overages occur. The Casper Suite's built-in software templates help easily create licensed software records that define applications in common software suites.

The Casper Suite provides efficiency in routine audits, tracking of multiple serial numbers for each record, and the ability to attach purchasing documentation. With the Casper Suite, you can finally tame your wild Macs. Now, that's bliss.

Usage Management

Optimize purchases and restrict unauthorized applications



Software licenses can claim a substantial portion of your IT budget. But licenses that lay dormant after being deployed are a waste of funds and software. By tracking the usage of your software assets and removing software that sits unused by end users, you can avoid overspending and purchase only what is being utilized.

Using the Casper Suite, you can track installed software easily and automatically, reclaiming licenses and reducing software budgets. The Casper Suite provides a historical log of any software that has been opened and used in the foreground. This information can be utilized to uninstall software from computers where it is not being used—so you can learn if that end user required the entire Adobe Creative Suite Master Collection, or if they really just needed Adobe Photoshop.

You can not only monitor software usage, but also set restrictions on what is allowed in your organization to prevent the use of illegal or unauthorized software. Restricted software settings remove applications and notify you when violations occur. These restrictions are active whether the computer is on or off the network, offering you an omnipresent way of enforcing organizational policies.

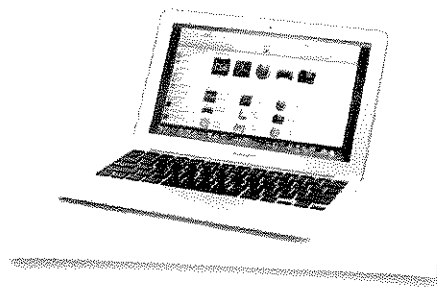
Knowledge is valuable—with usage monitoring, the Casper Suite puts valuable information to work and offers your organization a powerful way to save money.

Powerful Features For the enterprise

Self Service

Use Self Service For a wide range of tasks:

- Web browser installations
- Printer installation
- Plug-in installations
- Operating system upgrades
- General troubleshooting
- App and eBook distribution
- Wi-Fi and VPN access
- Configuration profile installations
- Software installation/upgrades
- Centralizing recommended websites



Self Service is a customizable application built into the Casper Suite that allows end users to install approved software on-demand, without IT assistance.

The end users of your organizations likely depend heavily on their devices, software, and apps to remain productive in their work environment. Therefore, you must keep up with their needs. The Casper Suite's Self Service application can help you manage the seemingly constant flow of requests, meaning you and your IT staff don't have to worry about letting down those you're there to support.

Self Service allows you to make software available throughout your organization, without end users requiring immediate attention or supervision from an administrator. And end users will only see applications you make available to them. They simply open up Self Service, and install what's available. Imagine a world where instead of spending time monitoring software installations and watching a progress bar, your help desk staff can direct end users to a place where they run the installs on their own. While software installations can take time, they shouldn't consume a significant amount of manpower.

Self Service also allows end users to run routine maintenance or patch installations on their own machine, minimizing not only end-user downtime, but also the number of tickets created at the help desk. With an intuitive iTunes-like interface, Self Service is easy for end users to navigate and locate what they need. Customized icons and descriptions can be included to ensure end users know what kind of software they're installing. What you make available in Self Service can be scoped based on users, groups, departments, buildings, or any inventory attribute.

Additionally, Self Service comes with five built-in software plug-ins: CrashPlan, Norton Anti-Virus, Parallels Desktop, Sophos Safeguard, and VMware Fusion. If your organization uses any of these applications, you can use Self Service to grant end users permission to run critical tasks on their own (such as virus scans or backups). Self Service also integrates with your own custom plug-ins, and can house web clips for convenient access to your organization's important websites.

Self Service is intuitive, robust, and highly customizable, helping you create a unique one-stop-shop that empowers end users and saves you time.

Directory Services Integration

The Casper Suite's integration with directory services technologies (including Active Directory and Open Directory) seamlessly associates users to their computers, simplifying the setup of new machines and the efficiency of other management tasks. This means when you bring the Casper Suite into your environment, you won't need to be concerned with creating new accounts or privileges, it simply ties into your existing infrastructure.

Cross-Platform Plug-Ins

We understand many organizations run cross-platform environments, so we've created the JSS Conduit—an application that exports inventory data to Microsoft's System Center Configuration Manager (SCCM) and Altiris Client Management Suite. These plug-ins allow you to leverage your existing PC management infrastructure to support the growth of Apple devices in your organization, instead of settling for a cross-platform management solution that doesn't meet your advanced needs. By choosing the Casper Suite, you can use the best tools available for managing both your PCs and Apple devices.

Additional integration with Apple technologies:

- Software Update Server (SUS)
- NetBoot
- Boot Camp
- Thunderbolt
- Xcode
- iTunes
- Safari
- FileVault 2
- Gatekeeper

GSX Integration

No management system is complete without the ability to track warranty and purchasing information for your assets. The Casper Suite integrates seamlessly with Apple's Global Service Exchange (GSX), a service that allows for efficient and instant interaction with AppleCare. With the Casper Suite, this information is available directly from the JAMF Software Service (JSS), including details for purchase dates, warranty expirations, and AppleCare IDs.

Customized Reporting

Extension attributes are custom fields that allow you to collect any piece of inventory data from your computers. With the Casper Suite, you can create your own extension attributes or choose from the hundreds of templates in the JAMF Software Server (JSS). This feature ensures you are collecting the information most crucial to your environment, allowing you to take action when necessary. Whether you need reporting on serial numbers, last backup time, battery health status, disk encryption, or a customized attribute, the Casper Suite ensures that you're always "in the know" when it comes to your Macs.

Supporting Those Who Support Others



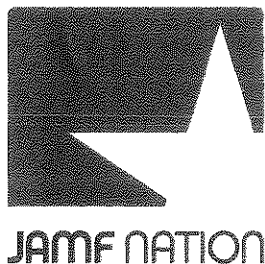
Support

The support structure at JAMF Software is unique. When you join the JAMF Nation you're assigned an Account Manager as your primary point of contact, so you always know whom you're going to speak to. They're your go-to person for any issue. Our support team works side by side with our developers, so communication about our software is constant. With JAMF Software, you're not just another customer—you develop a professional relationship with our team and become a valued member of the JAMF Nation community.



Services

After you choose the Casper Suite as your management solution, you kickoff with a JumpStart. Here, you receive personal assistance from a JAMF Software engineer to get your environment up and running correctly. Beyond that, we provide a variety of high-level services for all customer types, whether you're new to the product or a seasoned user. Our Encompass program provides premium support for those looking to maximize their investment in the Casper Suite. We also offer services such as code level support, custom script development, new machine deployment, and onsite service days that are focused on whatever you need help with at that time. What we're trying to say is, we're here for you when you need us. We enjoy working for our customers and want to help you create the most powerful system possible to manage your organization's Apple devices.



JAMF Nation Community

The community surrounding JAMF Software has always been strong. And we can't take all the credit for that. Our users are some of the smartest and most helpful IT administrators around. If there's a problem we didn't help you solve, it's likely because one of our customers found a solution and was willing to share it. The JAMF Nation community website is where this powerful interaction takes place, and is the centralized hub for discussions, feature requests, knowledge base articles, and so much more. We also host a JAMF Nation User Conference and dozens of Regional User Conferences around the globe each year, where hundreds of our customers and partners come together to discuss workflows, trends, and solutions in their environments.

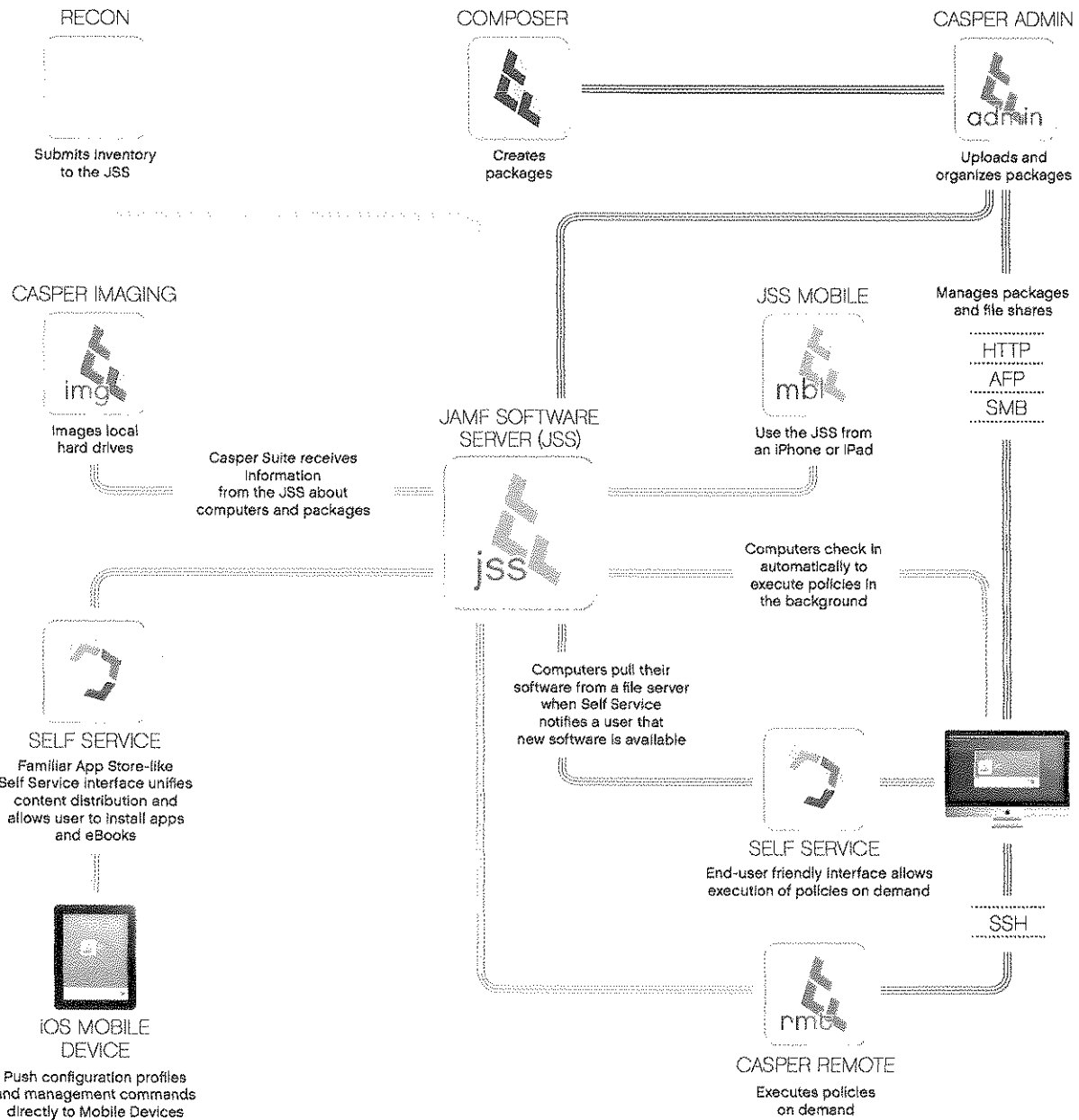


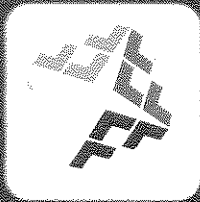
Training and Certification

We provide training courses for you to deepen your knowledge of the Casper Suite, including the Certified Casper Administrator (CCA), the Certified Mobile Administrator (CMA), and the Certified JSS Administrator (CJA) courses. In these courses, you'll not only learn new ways to leverage the Casper Suite in your organization, you'll also spend time with fellow IT administrators. Certification courses are a great way to get the most value out of your investment and find out what others are achieving in their environments.

Architecture of the Casper Suite

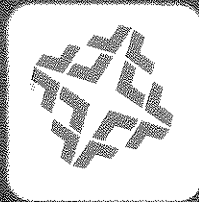
The JAMF Software Server (JSS) centralizes the management and support of all the Macs and iOS devices on your network. This single console allows you to track all necessary information, and perform administrative tasks and support functions across multiple locations. The JSS is web-based, allowing authorized users to access your support network from any device with a web browser, while logging every action. The Casper Suite helps IT administrators to be more mobile, flexible, and accountable.





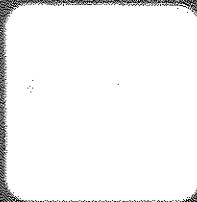
Casper Suite

The complete, best-of-breed, web-based client and mobile device management solution that automates the most common IT functions.



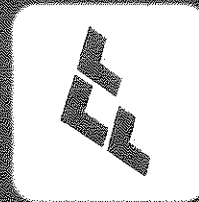
Imaging Suite

The package-based imaging standard that takes the pain out of the management and deployment of images.



Recon Suite

The best-of-breed, web-based, cross-platform inventory solution for those who need to know what's on their network.



Composer

The package-building utility that makes simple snapshot and drag-and-drop package creation quick and easy.

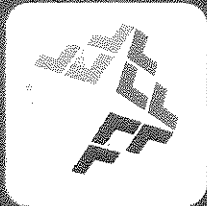
By listening to colleagues, customers and thought leaders in the industry, JAMF Software has grown into the world leader in Mac OS X and iOS management. From our offices in Minneapolis, Minnesota; Eau Claire, Wisconsin; Cupertino, California; and New York, New York, we build innovative solutions and have a support and services team dedicated to helping you manage your Macs and iOS devices.

Go to www.jamfsoftware.com for more information about the products in the JAMF Software family.

More Information

We offer several resources to learn more about JAMF Software products. First, our Video Library contains a number of videos showing our product in action. Next, our PDF Library contains case studies, product documentation, feature checklists and more to aid you in your investigation.

Finally, we offer weekly live demonstrations of our solutions. Casper Suite for OS X demos occur every Monday at 2:00 pm Central Time. Casper Suite for iOS demos occur every Tuesday at 2:00 Central Time. Demos are excluded on certain holidays. To register for these demos, please visit www.jamfsoftware.com/demo.



System Requirements

Server

The JAMF Software Server (JSS) is the server component for the Casper Suite. The JSS is required for Mac OS X and iOS management, and can be installed on any platform running Java 1.6+, Apache Tomcat 6.0+, and MySQL 5.1+.

The JSS is easy to install and maintain on a variety of 64-bit server platforms including Mac OS X Server 10.7, 10.8, or 10.9; Ubuntu 12.04 LTS Server, Ubuntu 14.04 LTS Server; Red Hat Enterprise Linux (RHEL) 6.4 or later; and Windows Server 2008 R2 or Windows Server 2012. The Casper Suite includes an installer utility that allows you to easily install the JSS on these platforms.

JSS Scalability Recommendations

The JSS can be configured for use in clustered installations, geographically distributed networks, or to meet high-availability requirements. Recommendations for hardware specifications can be made based on technical criteria unique to each environment, such as the number of managed Macs or iOS devices and the volume and type of software packages to be stored. Please contact your JAMF Software representative for specific, best-practice hardware recommendations for your organization.

Inventory

Inventory can be collected from computers running the following operating systems:

- Mac OS X 10.9.x
- Mac OS X 10.8.x
- Mac OS X 10.7.x
- Windows 7
- Windows Vista
- Windows XP
- Windows 2000
- Windows 2008 Server
- Windows 2003 Server
- Windows 2012 Server
- Windows 8

iOS Management

Mobile devices running iOS 4 and later can be managed with the Casper Suite. An Apple Push Notification (APNs) certificate is required. See the "iOS Management Requirements" section of this document for additional details.

Distribution Points

The Casper Suite can be scaled to multiple locations using existing servers on your network. Any server that can host AFP, SMB, HTTP or HTTPS can be used as a distribution point, so an investment in additional hardware for distributed environments is often unnecessary.

iOS Management Requirements

An Apple Push Notification (APNs) certificate is required to use the mobile device management capabilities of the Casper Suite. An existing APNs certificate may be used, or you may generate one directly within the JSS at no additional cost.

Complete information about generating an Apple Push Notification certificate and uploading it to the JAMF Software Server can be found in this detailed technical paper:

Generating and Renewing an APNs Certificate

Please contact your JAMF Software representative or send an email to info@jamfsoftware.com if you have any questions about technical requirements for deployment of the Casper Suite.



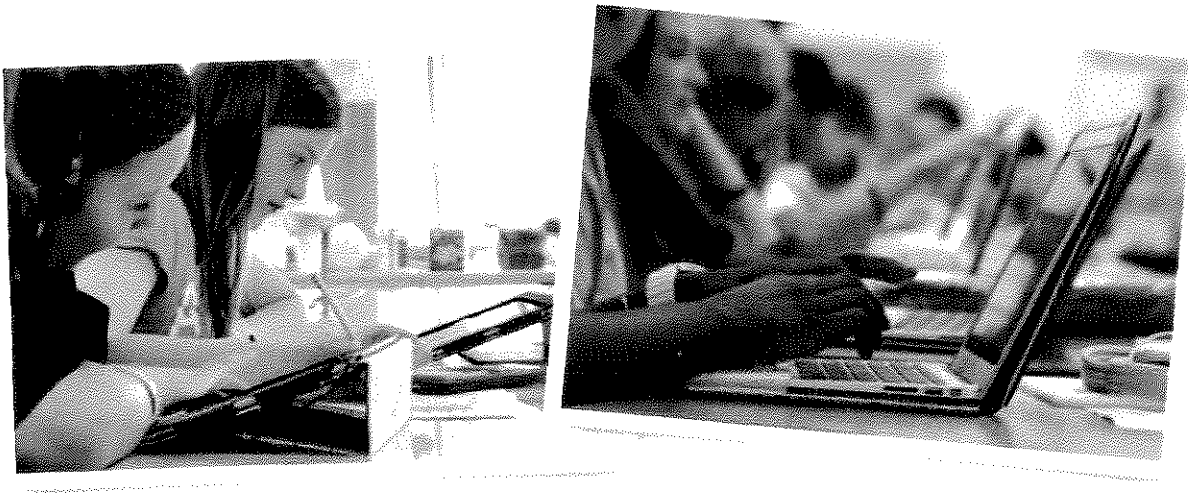
casper
SUITE

The Casper Suite for Education

Power the digital classroom with Apple technologies.

Mac has long been a standard in the classroom, and remains a crucial component of one-to-one programs. With the introduction of iPad, the classroom is transforming as more schools are finding innovative ways to teach and learn.

As your organization determines the best ways to support the digital classroom and increase student engagement, you'll find that a comprehensive solution for Mac, iPad, iPod touch, and Apple TV device management is fundamental in the success of your technology program. The Casper Suite will ensure you can manage the growth of Apple devices in your organization so that when it comes to the student learning experience, it knows no bounds.



Make the most of Apple in the classroom.

Support individualized learning

- Keep students on task with Casper Focus
- Manage one-to-one, flipped classroom, and BYOD
- Put tools in the hands of teachers

Provide access to educational resources

- Manage and track app and eBook VPP codes
- Distribute dynamic content
- Offer teachers and students access to digital tools

Simplify device provisioning

- Offer end users easy, out-of-the-box setup
- Deploy software and updates behind the scenes
- Provide on-demand access to content with Self Service

Offer safety and security

- Manage Gatekeeper settings
- Establish and manage password policies
- Deploy network configurations

Collect dynamic inventory

- Monitor software licenses and usage
- Collect extensive information on any inventory attribute
- Integrate with GSX for warranty and purchasing data

Build your ecosystem

- Maximize third-party tools
- Integrate with your Student Information System
- Tie into your existing user directory

Your experience is our experience, too.

From your very first experience with the Casper Suite, we're on the journey with you. Our support and services are designed to provide you with the resources you need to be successful, and we truly care about making that happen. Here's how we hope to be involved with your Casper Suite journey from beginning to end:

JumpStart

Sales of the Casper Suite are accompanied by an onsite engagement called a JumpStart. The focus, pace, and agenda for each JumpStart is tailored to reflect your familiarity with the Apple platform, Casper Suite, and management concepts. It is an essential first step towards implementing solutions to the challenges you face managing Apple's evolving technologies.

Continuing education

JAMF University is a way for you to continue your device management education to better meet the needs of your end users. From technology integration specialists, to IT admins, to infrastructure managers, we have courses available for all levels of experience. Additionally, our Training Pass program provides an affordable way for any Casper Suite user in your organization to attend the courses appropriate for them.

Support

We stake our reputation on our excellent support, and our model is both unique and personalized for you. When you join our customer community, you will be assigned a dedicated technical account manager who becomes your main point of contact for any questions that arise. Support is accessible in your time zone and language, and our hours allow for support both before and after school.

Project leadership

Whether you need help with a quick script, or require onsite assistance for a massive summer project, our services team provides a wide range of options to help with whatever may be challenging you in your school.

Community

We all succeed when we share our knowledge and help one another. The JAMF Nation online forum is a powerful resource—a community of thousands of education technology professionals helping each other with the daily practice of managing Apple devices. Additionally, our JAMF Nation User Conference is an annual gathering where those same professionals come together to learn and network with like-minded Apple users. Whether you're new to the Apple platform, or are an expert in this space, the JAMF Nation community will have your back.

The Apple experience

As a company with deep knowledge in the Apple platform, we provide you with the tools to take care of your end users while maintaining the magical Apple experience they expect. Our release model ensures that when Apple releases operating systems, the Casper Suite will allow you to make a seamless transition to take advantage of new features right away.

Next steps

The Casper Suite is a comprehensive management solution dedicated exclusively to the Apple platform. If you're interested in learning how the Casper Suite can provide solutions in your environment, contact sales@jamfsoftware.com or visit www.jamfsoftware.com to learn more.